

ANNUAL REPORT

2021-2022

Stronger **Together**

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Our Core Values





Exceptional Customer Service



Innovation and Execution



Accountability and Transparency



Always Exceed Our Goals



Increased Impact through Collaboration



Empathy and Respect for All



Statement from the CEO

Stronger Together



Kristin Morrison, CEO

The Career Foundation is proud of the work that we have done over the past year. We have made tremendous strides in ensuring that our service delivery and workforce development models are inclusive, responsive, and meeting the needs of all our stakeholders, including job seekers, employers, community partners, government, and others.

Witnessing firsthand the challenges and systemic barriers that job seekers faced in recent times, The Career Foundation made intentional efforts to increase the support available to those who have been most affected. We saw the disproportional impact on our clients who identify as women, newcomers, and persons with a disability, and this fortified our commitment to enhancing the services we provide to these groups and the wider community.

In 2022, The Career Foundation launched a women's department with a focus on designing interventions for women who are overrepresented in precarious jobs. We have been assessing the needs of women who come to us for support and realize that to break the cycle of low earnings and economic dependency, we need interventions that help them transition to industries with higher wages and opportunities for sustainable employment. We have since evolved our Path2Success program to include mentorship and network-building elements, where women have access to industry professionals willing to sponsor them and support their entry and advancement in the tech sector.

Further, we developed the WorkFairly project that focused on training women in tech sales for a variety of industries. This opportunity is offered to women across Ontario and British Columbia and is operated in partnership with YWCA Vancouver.

We are pleased to see that Canada continuously welcomes Newcomers to the country. Unfortunately, they continue to struggle with accessing employment in their field of education and experience. We therefore ran a pilot project called The Newcomer Advantage, which brought together industry professionals with Newcomers and Immigrants so they could network and build their social capital within their industries.

Based on the needs identified, we further created three bridging programs: Information Technology, Network Cabling, and HVAC. We are now able to support people with entering these fields and will continue to work on opening access to other occupations and industries.

Our Empowering Abilities Program is designed to support persons with a disability and has been doing so for over five years. While we have been doing an outstanding job with placing our job seekers into employment, we have recognized the need to work with employers more directly on creating welcoming workplaces. This past year, we started training employers on Diversity and Inclusion, Accommodation, Accessibility, and recognizing the valuable contributions of people with disabilities to their workforce. These initiatives resulted in an increase of 14% in employment outcomes for persons with a disability, from 73% to now 87%, with over 90% job retention!

These achievements are closely aligned with our mission of being a leader in workforce development, specifically for equity-seeking groups. We believe that any successful organization must be constantly looking at itself, striving for ways to improve, and meeting the evolving needs of its clients. We are proud of the improvements and impact that we have made over the past year and moving the needle on inclusive employment.

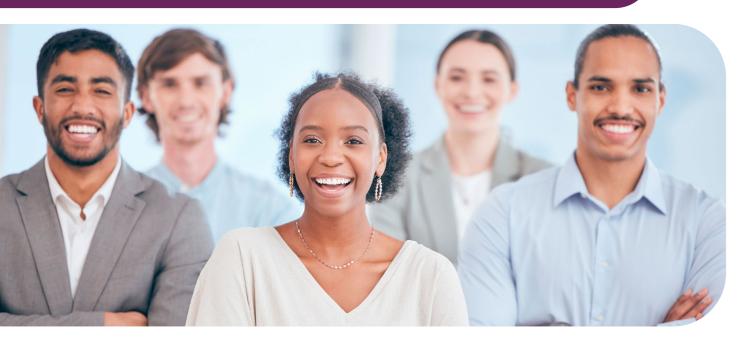
These accomplishments are never achieved alone. We work closely with our community partners and employers to raise the bar and improve outcomes for our job seekers. As we look to the future, we know that strengthening our partnerships will help us grow as a collective to benefit those who need our support. Thank you to our valued community partners for your ongoing support and collaboration.

Thank you to our teams, which had to be resilient and resourceful to create opportunities for those at the margins of our communities. Your commitment and persistence are the reasons why we were able to improve the lives of thousands of community members this past year and every year. Thank you for always going above and beyond to serve our clients and support each other every day.

To our board, your guidance and stewardship has kept The Career Foundation strong and resilient. We sincerely appreciate your ongoing leadership, advice, and insights that keep our organization safe and healthy as we continue to grow year after year.

Kristin Morrison, Chief Executive Officer, The Career Foundation

About The Career Foundation



As a charitable organization, The Career Foundation has been designing and delivering innovative skills training and employment projects on behalf of government and the private sector since 1988.

We exist to create fair and equitable labour market access for marginalized and underrepresented groups and do this by connecting employers within growing industries to job seekers in their local communities. We work with industry partners to understand their current and projected workforce goals and design sector-specific recruitment and skills development solutions for job seekers that meet the labour market needs.

We deliver online services across Canada, with 7 delivery sites and 5 Resource & Information Centres. We are intentional about customizing services based on the needs of local communities and demographics.

With enhanced access to online resources, service hotlines, and digital tools for job seekers, we deliver uninterrupted and flexible job search support to meet all client needs.

We work closely with local industry partners as economic drivers of the labour market and create talent pipelines that give residents access to sustainable employment. By leveraging technology, we see a new world of opportunity open up for job seekers. We aim to usher in those opportunities and create even greater access for those who need it most!



The Career
Foundation is a
certified **Service Excellence**organization







2021-2022 Innovations & New Ventures

New elearning Library

This year, we launched our new videobased eLearning platform, funded by the Ontario Trillium Foundation! Our elibrary provides job seekers with online training courses that they can complete at their own pace.

Our training modules are focused on career exploration, job search, networking, and professional development. We continue to develop these modules and hope to expand our library significantly in 2022-2023!

Laptop Loan Program

Through funding from Ontario Trillium Foundation's Resilient Communities Fund. The Career Foundation developed and launched a Laptop Loan Program in 2022.

This program has helped clients overcome barriers to accessing technology-enabled job search. We can now loan out laptops temporarily, so clients can apply to jobs online, complete training courses, and meet regularly with their employment specialists to improve their likelihood of securing employment.

This has significantly enhanced the job search experience for many clients, including those who cannot afford to travel daily to access a computer or do not feel safe to do so.



Official Launch of our Women's Department

At the onset of the COVID-19 pandemic, we quickly saw an adverse economic impact on women and thus a significant need for women's services. This inspired the development of two women's programs: Path to Customer Success (Path2CS) and WorkFairly, which were the catalysts in creating our Women's Department.

These two projects are comprised of approximately 10 staff members who are dedicated to helping women grow their careers and develop highly needed tech skills. Clients have described our women-focused programs as "more than just a new career path" — but also "hope, strength, and a new beginning."

To date, the Women's Department has trained over 150 self-identifying women in sales and technology. We have supported and coached over 65 women participants during their transition into employment. Through our strong relationships with partners and sub-contractors, women participants have had the opportunity to learn, grow, and build connections that they wouldn't otherwise have had access

What's next for the Women's Department? With over 3,000 participant applications since the summer of 2021, we know there is a need for more services for women. The team plans to continue collaborating with partners on employment and training projects, developing activities around International Women's Day, and participating in equitydeserving discussions and initiatives at local and international scales.



Oversight of a **Key Community Development Grant**

Launched in 2012, the Lawrence Heights Social Development Fund (SDP) was developed by local community members and stakeholders to help improve community connections and services, safety, housing, green space, and employment needs. Then in 2019, representatives from the City of Toronto, community groups and the Lawrence Heights Inter-Organizational Network (LHION), including The Career Foundation, applied for \$150,000 in grant funding to support the SDP.

The grant application outlined 13 initiatives the money would be allocated towards, including: an intergenerational mentoring program; resident-led leadership development; a community website; mental health certification for resident leaders; intergenerational community safety workshops; a neighbourhood watch program; tenant rights workshops; a Social Enterprise Incubator, an urban garden seminar, and a STEM educational series.

Under the Trusteeship of The Career Foundation and in partnership with LHION, Neptune and Lotherton stakeholders, we have been working collaboratively on resident-led projects that are priorities for the Lawrence Heights community.



The Career Foundation Annual Report 2021-20

Year in Review: Highlights





81% Percentage of total newcomer clients that secured employment or



Percentage of all registered clients that achieved employment or returned to school



90% Percentage of total youth clients (15-30) that secured employment or

returned to school



returned to school

76% Percentage of total ODSP¹

and OW² recipients that

secured employment or

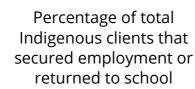
returned to school

87%



94%

Percentage of clients with disabilities that secured employment or returned to school





51%

Percentage of assisted clients that identified as female



41%

Percentage of total clients classified as youth (aged 15-30)



2,246

Number of job seekers that attended one of our 60 hiring events in 2021-2022



221,115

Total number of clients accessing our virtual resource & information (R&I) services ³



375,329

Number of unique visitors to our website



21,470

Followers on social media (including Facebook, Twitter, Instagram and LinkedIn)



2,904

Number of job openings posted to online job boards (e.g., Indeed and Digital Job Centre)



97,512

Total number of visits to our virtual trades and apprenticeships resources



6,500

Number of people that viewed our Facebook Live sessions (out of 32 total sessions)



267

Number of virtual workshops delivered



2,514

Number of virtual workshop attendees



4.8 / 5

Average Google Review score (out of 391 total Google Reviews)

¹Ontario Disability Support Program (ODSP)

² Ontario Works (OW)

³R&I services include workshops, e-learning library materials, podcasts, other training materials & videos, information sessions, hiring events and Facebook Live sessions

Statement of Financial Position

Years	2022	2021
Current Asset	\$4,527,947	\$4,115,676
Investment	\$305,643	\$335,090
Long Term Asset	\$30,280	\$52,662
Total	\$4,863,870	\$4,503,428
Current Liabilities	\$534,876	\$426,329
Deferred Contribution	\$1,740,021	\$1,942,153
Net Asset	\$2,588,973	\$2,134,946
Total	\$4,863,870	\$4,503,428
Revenue		
Government Grants	\$19,507,307	\$15,987,375
Interest Income	\$18,781	\$49,130
Miscellaneous Income	\$65,965	\$45,332
Total Revenue + Government Grants	\$19,554,491	\$16,081,837
Expenses		
Salary	\$6,499,877	\$6,441,365
Occupancy	\$1,180,156	\$1,163,170
Office Expenses & Supplies	\$3,090,365	\$1,347,572
Independent Contractors & Professional Services	\$1,175,039	\$814,626
Amortization	\$22,382	\$37,884
	+= 100 51=	\$6,045,063
Client Support and Subsidies	\$7,132,645	¥0,043,005
Total Expenses	\$7,132,645 \$19,100,464	\$15,849,680
Total Expenses	\$19,100,464	\$15,849,680
Total Expenses Excess	\$19,100,464 \$454,027	\$15,849,680 \$232,157





Specialized Program Reports



Completing the Circle (CTC) Program

The Completing the Circle (CTC) program is funded by Canada's Youth Employment and Skills Strategy (YESS). It provides individualized support to youth between the ages of 15 and 30 with multiple barriers to employment. Eligible candidates for this program must not be in employment, education, or training.

In 2021-2022, our three Completing the Circle programs in Hamilton, Mississauga and Toronto increased both their program reach and the number of diverse youth served.

This year, the three locations worked collaboratively to introduce new training courses and bolster existing supports for youth, including:

■ Modules in Cybersecurity, Employment Rights, and Managing Conflict

83%

Increase in program enrolment/participation since 2020-2021

- Wellness sessions, with a focus on mindset and self-care
- Updated WHMIS training
- Hands-on CPR and First Aid training
- Technology supports, with a focus on providing laptops to youth in need
- Funds to pay for rent and food
- Assistance with workplace accommodations

Ongoing updates are being made to the program to ensure that youth are effectively prepared for the future of work. In September 2021, The Career Foundation launched a fast-track version of the CTC program to place youth who were disproportionately impacted by COVID-19 into quality employment opportunities. The fast-track program gave youth across the Greater Toronto Area a variety of online tools that helped them achieve remote job readiness, improve their job search, and retain employment.

The majority of clients served identified as visible minorities. More than half of participants identified as women and over 25% lived with disabilities. The fast-track program offered one week of job search and work readiness training, with workshops on:

- Conflict Resolution
- Cover Letter and Résumé Building
- Customer Service & AODA
- Hands-on CPR & First Aid training
- Job Search Strategies: Cold-Calling, Networking & Follow-up
- New Job Success and Financial Literacy
- WHMIS

Fast-track clients engaged in multiple individual sessions with CTC staff online as well as in-person, where they received support that targeted their own unique needs. Support examples included interview coaching, job applications, troubleshooting on-the-job issues, job maintenance skills, and more.

Youth Job Connection/ Youth Job Connection Summer (YJC/YJCS)

In 2021-2022, the Youth Job Connection (YJC) and YJC Summer programs worked in partnership with local employers and community partners to help 85% of all program participants secure employment or access skills training.

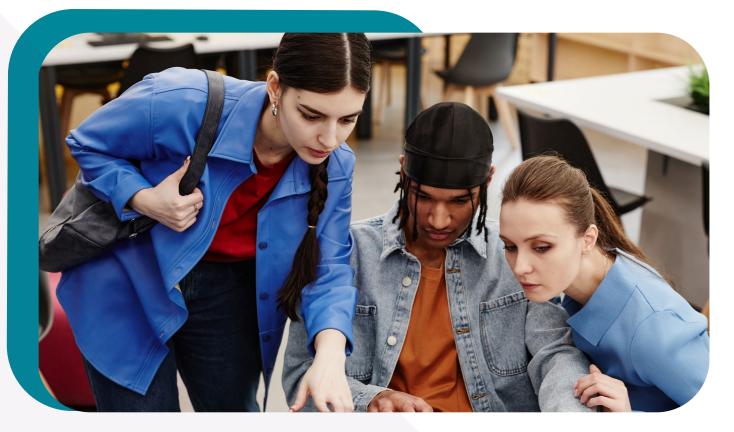
The YJC program provided year-round preemployment and life skills training as well as job placement support and mentoring to youth aged 15 to 29. We also offered the YJC Summer program to high school students between the ages of 15 and 18 to provide skills training and employment during the summer months. Both programs supported youth with multiple and/or complex barriers to employment.

98%

Percentage of 2021-2022 YJC Summer participants that secured a successful work placement

To ensure participants were job-ready, we offered the following supports and services:

- Comprehensive pre-employment training and job search services
- Job matching and paid job placements with support for participants
- Placement monitoring and retention supports



- Mentorship and networking opportunities
- Hiring incentives for employers
- Education and work transition support
- Information and referrals to other employment and community services

We invited guest speakers from Trinity Solutions to educate clients on money management, including tips on how to save money, invest, and reduce debt.

Additionally, our partnership with COSTI was pivotal in providing ongoing mentorship supports to participants. COSTI's mentors included youth with a range of experience from various industries. Regardless of our clients' long-term goals, they benefited from engaging with mentors and gaining valuable insight on how to start their own careers.

General Carpenter Pre-Apprenticeship Program for Youth

For the past seven years, our General Carpentry Pre-Apprenticeship program has provided training and employment support to youth (aged 18-29) interested in the carpentry and construction trades. The program is delivered in partnership with Mohawk College Stoney Creek campus and the Carpenters Union Local 18.

In 2021-2022, we surpassed all funder targets for program completions, with 90% of clients securing employment. As of August 2022, 90% of the 2022-2023 cohort have completed the school portion of the program and have started to look for employment.

Like previous years, our clients were comprised of underrepresented youth in and around Hamilton, Ontario. Our goal was to increase the number of individuals entering the carpentry field from underrepresented groups, including those who identified as female, 2SLGBTQIA+, persons of colour, persons with a disability, Indigenous or marginalized.

In response to the COVID-19 pandemic, we strengthened our program in a number of ways. Specifically, we condensed the program where possible, while also establishing new ways of engaging and supporting participants virtually (for example, through video storytelling or hosting online employer presentations and information sessions).

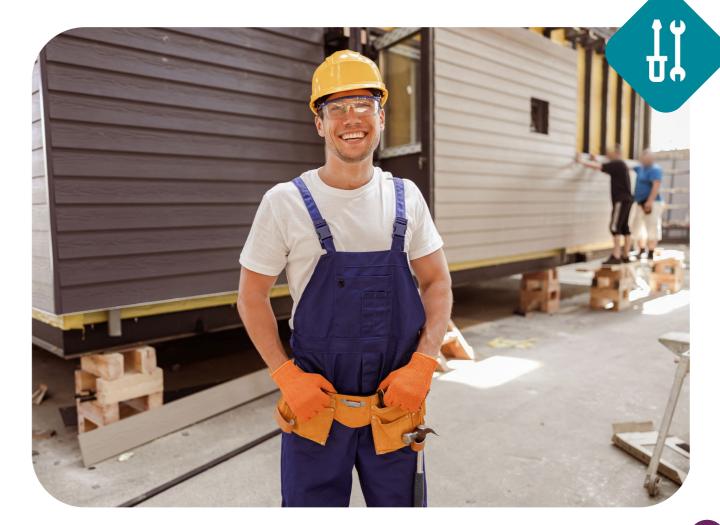
While offering a hybrid/remote service delivery model, we continued to receive outstanding satisfaction rates among

90%

Percentage of 2021-2022 carpentry program participants that secured employment

participants. In fact, we exceeded our client satisfaction targets this year!

One of our most noteworthy collaborations in 2021-2022 was with Hill Park HWDSB Continuing Education, a literacy and basic skills service provider in Hamilton. Their commitment to supporting our program helped to improve equitable access for barriered youth in the community.





Empowering Abilities Program (EAP)

The Empowering Abilities Program (EAP) had another successful year supporting persons with disabilities (PWD) with their employment goals, while also working with local employers to enhance their Diversity, Equity and Inclusion (DEI) practices.

Although the local labour market and businesses continued to contend with post-pandemic economic recovery efforts, we worked diligently to prepare our PWD clients for employment.

To accomplish this, we provided a thorough assessment of each participant's needs and delivered a variety of supports, including Enhanced Employability Assistance Services, Work Experience Placements, Workplace Accommodations and ongoing Retention Support Services.

86%

Percentage of 2021-2022
EAP program participants that secured employment

In response to labour market trends and changes that occurred throughout the pandemic, we saw an increase in employers interested in DEI initiatives that extended beyond hiring persons with disabilities.

We continued developing, enhancing and facilitating educational DEI sessions for employers, with a key focus on disabilities in the workplace, gender/sex and racially based consciousness, and best practices. Employer partner feedback on these initiatives has been positive.



Like recent years, we found that most of our job seeker participants identified with intersectional considerations in addition to having a disability. For instance, many of our clients were from equity-deserving groups including racialized minorities, members of the 2SLGBTQIA+ community, and/or persons that fall below the poverty line. To meet the needs of both our job seeker clients and employer partners, our EAP team prioritized partnering with companies with a key focus on improving equity from within.

Additional training offered to EAP clients in 2021-2022:

- Dale Carnegie Training (Customer Service, Managing Workplace Stress)
- Smart Serve & Safe Food Handling
- Forklift Training & Certification

Further, program staff enhanced our participants' retention in the labour market by offering a variety of unique and tailored accommodation supports, including:

following their work experience placement

that retained employment

- Individualized needs and disability severity assessments
- Psychotherapy services
- Back braces or other orthotic braces
- ASL services
- Tailored and adapted training manual(s) and or plans
- Ergonomic workstations
- Occupational Therapy assessments
- Information and Adaptive Technology assessments
- Zoom Text, JAWS, etc.
- Laptops & peripherals
- Funding for workplace attire and equipment
- Transportation supports





Ontario Bridge Training Program (OBTP)

Last year, The Career Foundation offered The Newcomer Advantage program to support Internationally Educated Professionals (IEP). Due to the success of this initiative, we received funding to launch the Ontario Bridge Training Program (OBTP).

This program allowed IEPs with education or experience in or related to HVAC (heating, ventilation and air conditioning), IT, and Network Cabling to receive tailored, sector-specific training

that ensured their success in the Canadian workforce.

Each structured program gave newcomers technical skills that built upon the experience and education they achieved in their home countries.

83%

Percentage of 2021-2022
OBTP graduates that went on to find and retain employment in their respective fields



Path to Customer Success (Path2CS)

The Path to Customer Success (Path2CS) program's initial year saw many successes for Ontario women looking to upskill in a new sector. The aim of Path2CS was to prepare women for remote work in customer success roles as a bridge into the tech sector.

Participants were comprised of diverse women from across Ontario who lost their jobs in the service sector due to COVID-19.

The program's impact on participants has been significant. Many were provided with wraparound supports to address barriers to employment and to continue with the program. Supports included technical equipment, respite, and childcare as needed.

During each cohort in 2021-2022, the team hosted over 20 virtual information sessions and leveraged targeted social media marketing and outreach across various communities and groups. This multi-pronged approach resulted in a high volume of community partnerships, with the opportunity to refer their clients to services offered through Path2CS.

In total, Path2CS received 2,000+ program applications!

Over the past year, the Path2CS team connected with and met hundreds of companies and developed strong relationships with employers who were hiring customer success professionals. Companies that we partnered with have been open to interviewing and hiring participants from one or more cohorts.

Each woman had their own unique experience during the pandemic, and they were all grateful to be able to participate virtually while attending to other priorities and responsibilities. The team witnessed each cohort come together to support one another during the courses and saw positive transitions in mindset, self-confidence and technical skill-building with so many women.

87%

Percentage of participants that obtained the Path2CS program's three micro-credentials



SkillsAdvance Ontario: **Arborist Ground Worker** Training Program

The Arborist Ground Worker Training Program, delivered in partnership with The International Society of Arboriculture Ontario and The Ontario Commercial Arborists Association, celebrated another successful year in 2021-2022! In addition to serving Toronto, we were pleased to expand to Ottawa in collaboration with our partners at Youth Services Bureau.

This year, we continued to receive outstanding support from our Toronto employers. We were also overwhelmed by the great response we received from Ottawa's arborist employers during our first year in this new location. In total, 30 companies hired our graduates, including 15 net-new employers that registered with us this year. Additionally, 20 employers supported our program by attending our workshops as guest speakers and 30

employer representatives hosted booths at our annual arborist job fair.

Finally, a total of 15 industry professionals participated in our bi-monthly Advisory Committee meetings, which The Career Foundation continued to host virtually. We sincerely appreciate the advice and guidance that our Advisory Committee members continue to offer us.

We are very proud of our participants, many of which have transitioned into junior climbing positions. We are also happy to report that the Ground Worker Training Program was approved for yet another year of funding in 2022-2023 now under the Skills Development Fund.

100%

Percentage of program graduates that secured and retained employment in the arboriculture field

SkillsAdvance Ontario: **Cannabis Production** Worker Training & Recruitment Program

The SkillsAdvance Ontario (SAO) Cannabis Production Worker Training & Recruitment program is proud to report another successful year in 2021-2022!

We continued working with our licensed producer (LP) partners to provide relevant training to our job seeker clients. Of the clients we trained to be successful in entry-level cannabis production roles, 98% secured and retained employment in the industry as of August 31.

This year brought new outreach and marketing challenges. We quickly responded by building up our social specific accounts on Instagram and LinkedIn. Since launching these new accounts, our social media engagement has grown significantly.

Our team has remained active in the local cannabis sector by attending industry events, serving as panelists on a cannabis-focused podcast, and participating in an online event hosted by Tether, featuring cannabis industry experts and influencers.

We also wrote and published a popular blog post on how to get a job in the cannabis production industry, including information on Ontario-based training institutions, potential employers, networking opportunities and other job search tips.





SkillsAdvance Ontario Personal Support Worker Training Program

In 2021, The Career Foundation delivered the Personal Support Worker (PSW) Training Program in partnership with triOS College. Through this 32-week program, participants received academic training with triOS College as well as preemployment training from The Career Foundation.

We also provided participants with the opportunity to complete a paid 4-week industry placement, in addition to job retention support to facilitate their transition into the workforce.

The PSW program was well-received by participants, as they gained valuable training and work experience in a field that has experienced a significant shortage of workers over the past two years.

In addition to achieving their goals and securing employment, participants shared that they benefited from training focused on creating a healthy state of mind, improving health and wellness, and building career resiliency and job readiness.

in the field

A total of 6 industry professionals participated in our monthly Advisory Committee meetings. Additionally, program participants and members of our Advisory Committee attended focus group meetings to discuss and provide ideas for future funding opportunities.

Moving into 2023, we will continue providing wraparound and retention supports to all participants. We have developed and continue to facilitate a series of workshops aimed at helping participants perform at their best in the workplace – both mentally and physically.

Ontario Home Builders' Association Job-Ready Program

In partnership with EnerQuality Corporation and the Ontario Home Builders' Association (OHBA), we celebrated a successful inaugural year for the Ontario Home Builders' Job-Ready Program.

This program recruited, prepared, and trained Ontarians to join the growing construction industry.

Now in its second year, the program continues to deliver valuable job opportunities in home building to program participants.

By partnering with builders and contractors, program graduates could provide immediate relief to labour shortages. These employer partnerships

85%

Percentage of program participants that secured and retained employment

likewise created hands-on, experiential learning opportunities that trained entry-level workers from diverse backgrounds for a long-term career in the construction industry.

We offered several distinct services through this program. Most notably, we recruited employers and job seekers, matched employees, facilitated participant mentorship and training, and worked with employers and local Home Builder Associations to identify and test new approaches to increase employee retention.



The Career Foundation

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To aid in retention and to ensure those entering the construction industry could build the foundation they needed to succeed, we implemented a mentorship and training framework that participants could access throughout their placements. These supports included:

■ Intro to Residential Construction and Tools Demonstration:

This workshop gave participants fundamental information about working in the construction industry. It taught them how to stay safe, understand instructions, use tools and equipment, gain familiarity with site expectations, ask good questions, and learn from others.

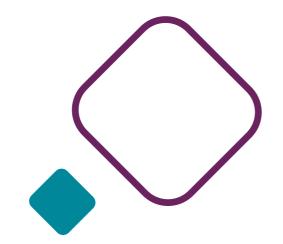
Housing Construction 101 Course: This course served as a foundation for those looking to enter the home building industry. It focused on the major areas of house construction, from site preparation and footings to roof framing and everything in

between.

■ Bi-weekly Community Mentorship Meeting: Regular meetings created a sense of community among participants, who shared their experiences in the program by identifying opportunities and challenges. They also received soft skills and safety-related tips and guidance. Sessions were led by industry guest speakers who provided mentorship and shared construction-specific resources.



Weekly Coaching Calls and Mental Health Support: Our Job Retention Specialist provided ongoing retention coaching and connected each participant with a registered psychotherapist who provided wellness and mental health support.





Canada-Ontario Job Grant (COJG)

The Career Foundation's Canada-Ontario Job Grant (COJG) program positively impacted the employment industry in two key ways in 2021-2022.

Employer benefits:

The program allowed our employer partners to grow their businesses and keep up with industry-specific trends. Through the COJG program, employers could choose employees with expertise in specific areas and then train them to further enhance their skills – without taking on the full burden of the cost.

Additionally, many new and existing employer partners were able to hire new individuals while offsetting the cost of training, which has helped many job seekers find new employment opportunities in careers they did not initially believe possible.

Employee benefits:

The COJG program made it possible for **563 current and incumbent workers to upgrade their skills** without incurring the cost of training. As a result, participants were able to advance their careers, get a wage increase or promotion, among other longer-term benefits. In the process, employees also became more marketable in today's highly competitive labour market.

Employer Partner Success Stories

The Career Foundation works with over **4,000 employer partners** that range in size and industry. In 2021-2022, we developed exciting new partnerships and leveraged many of our existing relationships to help 5,000 registered job seekers secure employment.

We have profiled some of our top employer partners from the past year to give you a better sense of the services we provided and how they benefited job seekers.



Amazon currently has 185 fulfilment centres globally, with 46 in Canada. They have one of the most advanced fulfilment networks in the world, offering businesses the ability to store their products so that they can easily pick, pack, and ship to customers. They also provide customer service for all products sold by Amazon.

Since 2019, The Career Foundation has worked closely with Amazon to provide good work opportunities to our clients. We host information sessions and hiring events that have helped clients secure full-time jobs with Amazon Canada.

During the pandemic, Amazon Canada

was instrumental to our Employment Ontario programs. While many employers were not comfortable hosting in-person job fairs and interviews, Amazon was able to provide safe accommodations that followed COVID-19 protocols, allowing clients to come and attend info sessions and job interviews in-person.

Today, we work with more than half of Amazon Canada's sites and host events for them on a regular basis.





The Toronto Transit Commission (TTC) is the public transport agency that operates bus, subway, streetcar, and paratransit services in Toronto, Ontario. It is the oldest and largest of all urban transit service providers in the Greater Toronto and Hamilton Area, with numerous connections to the systems serving its surrounding municipalities.

In January 2022, the TTC attended a Youth Employment Partnership (YEP) meeting to provide job developers with information about the TTC's current hiring needs and diversity objectives. Following this meeting, we reached out to the TTC to explore how we could work with them to provide opportunities for our clients. By March 2022, we had a team of Employer Services Consultants (ESCs) working closely with the TTC to support their hiring needs for their "Women as Transit Operators" initiative.

The TTC has been an exemplary partner to us, offering a unique portal for applications from clients that have been referred by agencies like The Career Foundation. For the "Women as Transit Operators" initiative, the TTC held numerous information sessions, giving our clients special attention, valuable information, and tips on how to apply for these roles.



These supports ultimately increased our clients' chances of submitting a successful application. Seven members of the TTC team also attended one of our hiring roadshows in Scarborough, where they supported clients by answering questions and provided many tips to The Career Foundation's team to be passed along to clients.

Our clients have received interview accommodations upon request, making them feel comfortable that they can receive accommodations when they need it.

The TTC's interest in supporting diverse candidates continues into 2022–2023, as does their interest in partnering with the specific programs we offer. We look forward to continuing our partnership with the TTC!





VHA Home HealthCare

VHA Home HealthCare (VHA) is a notfor-profit, charitable organization that provides 24/7 health care and support services to people when, where and how they want it. VHA has been a key employer partner for The Career Foundation for over 10 years. During this time, they have employed many of our clients in caregiving roles as Personal Support Workers (PSWs) and in their offices as customer support staff.

In 2021-2022, we worked with VHA recruiters from two different recruiting teams: their PSW team and their Administrative and Call Centre team. We partnered with VHA to host two virtual hiring events for PSWs. Recently, our staff were introduced to a new team of recruiters that hires for Occupational Therapists. This was an indication of VHA's desire to continue expanding their relationship with us.

VHA's partnership with us this past year went beyond employing our clients. For instance, VHA staff sat on our SAO PSW Advisory Committee, contributing their knowledge to the program. They also participated as panelists for one of our Newcomer Advantage panels on healthcare, lending their expertise and knowledge on careers in the field.

Bento Inc.

Bento Inc. is North America's secondlargest sushi brand, providing high-quality packaged sushi and ready-to-heat/madeto-order Asian food. They operate in over 935 locations in a variety of business channels, providing fresh products prepared and packaged for grab-and-go meal solutions.

Bento Inc. has a long partnership with The Career Foundation, hitting 10 years this year. Before COVID-19, The Career Foundation would host in-person hiring events for Bento every year, and we even hosted some virtual sessions during the pandemic.

Over the years, Bento has hired a number of our clients. This past year, our ESCs worked with more than 10 of Bento's area managers and supervisors across the GTHA. As a result of their hard work, there were more than 40 client placements with Bento. All placed clients were multi-barriered, facing challenges such as language, age, long-term unemployment, and having no Canadian work experience.



Employer Partner Testimonials

"Only great things to say about The Career Foundation. The training we were able to provide for our employees through the Canada-Ontario Job Grant program was critical in bringing our services to a higher level, and would not have been possible without them." — Employer partner, Canada-Ontario Job Grant program



"The General Carpenter Pre-Apprenticeship program was very beneficial to our company, as it matched us with a great employee who is reliable, punctual and willing to learn. It can be difficult to find employees these days, so this was a great way to connect with a young person who is motivated to succeed." — Employer partner, General Carpenter Pre-Apprenticeship for Youth program

"The Career Foundation's ongoing support with quick responses and assistance, attention to detail in finding/ presenting candidates, and thoughtfulness in helping us find great talent has been outstanding. They have been kind, courteous and supportive and have been able to grow our company significantly through the support of this program. I enthusiastically recommend any company at any stage to partner with their organization to find your next top talent." — Employer partner, Youth Job Connection program



The Career Foundation participates in various service delivery networks in Toronto, Hamilton, Ottawa, London, Vancouver, and surrounding areas. We are also involved in online networks across the country.

We are active at community action tables, regional planning councils, local BIAs, Chambers of Commerce and Boards of Trade, industry steering groups, and other local and national issues-based roundtables. These connections have helped to deepen our relationships with our stakeholders and have resulted in increased referrals, formal partnerships, and working groups that collaborate on solving problems and advancing the sector.

The following are just a few examples of the community partnerships The Career Foundation developed or continued to work with during 2021-2022.

First Work

We were so excited to learn of First
Work's offering of LinkedIn Learning
when it was announced in 2021! First
Work had been a long-term partner with
The Career Foundation and it was the
perfect opportunity to offer free virtual
courses to participants of our new Path to
Customer Success (Path2CS) program.

Almost all participants took advantage of LinkedIn Learning to improve their technical and soft skills. We used the platform as a gateway into data analytics training, as participants were given a list of suggested courses to take in advance of the Data Analytics and Customer Success courses. Participants could add certifications to their LinkedIn profiles as they progressed through training, increasing their exposure to employers in the tech sector.

Many participants reported that they could not have been successful without the refreshers and preliminary training they received through First Work's free LinkedIn Learning licences!

Hamilton Disability Employment Network (HDEN)

The Hamilton Disability Employment Network (HDEN) was launched by The Career Foundation in 2020, after it was identified that service providers who support job seekers with disabilities could improve their quality of service through an integrated support system.

Led by members of our Empowering Abilities Program in Hamilton, HDEN is now comprised of over 15 organizations and 20+ members. Through this partnership, members inspire each other, share industry best practices, and promote member services as a strong and growing network in the Hamilton area.

Working together, we empower members of the disability community in an equitable and inclusive manner to help them reach life goals, including employment, accessible housing, clinical support, or access to other essential services.

In 2021-2022, HDEN participated in "Light it Up! for NDEAM" (National Disability Employment Awareness Month), where members gathered at Hamilton city



hall to show their support and ignite conversation about disability inclusion in employment. We also participated in the Canada Post Job Fair at McMaster Innovation Park.

In 2022-2023, we aim to continue advancing employer awareness and education around inclusive hiring. We also hope to continue growing our network by engaging with more employers and expanding our civic engagement initiatives.

Native Women's Centre

In 2021-2022, the Completing the Circle program's Hamilton location successfully developed a relationship with the Native Women's Centre in downtown Hamilton. Their expert referrals have increased the number of Indigenous participants who receive help from The Career Foundation. Our team works closely with case workers at the Centre to manage our shared clients, promote transparency, and foster a holistic service approach.

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The Career Foundation

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These are some of the other community partners we collaborated with in 2021–22:

- Ability Learning Network
- Accenture
- Access Capital Fund
- **ACCES Employment**
- Achēv
- ACSA Scarborough South Drop In
- Act First Safety
- **ACT Toronto**
- Adecco
- Adults in Motion
- Albion Neighbourhood Services
- Amazon Web Services (AWS)
- Anderson College
- **Aptus Treatment Centre**
- Apogees IT services
- B.O.L.T
- Barbara Frum Library
- Bartenders Benevolent Fund
- Baycrest
- Bernard Betel Centre
- Better Living Health and **Community Services**
- Big Brothers Big Sisters of Peel
- Black Creek Community Centre
- Brands for Canada
- **Building Up**
- Burnhamthorpe Adult Learning Centre
- CAMH
- CAFCAN Caribbean African Canadian
- **CARE Centre for Internationally Educated Nurses**
- Canadian Council on Rehabilitation and Work
- Canadian Hearing Society
- **Canadian Training Institute**
- Career Dynamics Network
- Career Edge
- Career Pathways at Mohawk College
- Catholic Cross Cultural Services
- CDI

- CEE- Centre for Young Black Professionals
- Centennial College
- Centre Francophone du Grand
- Children Services
- City of Toronto
- City of Durham
- City of Hamilton-Strategic Youth **Initiatives**
- CIPS- Canadas Association of Information Technology **Professionals**
- CMHA-Bounce Back Program
- CNIB
- Collège Boréal
- Community Healing Project
- Community Living
- Community Youth Programs Inc
- Conestoga College
- **Construction Connections**
- Contact North
- ConnexHealth Inc.
- Consolidated Credit Counseling Services of Canada
- Corbrook
- Correctional Service Canada
- COSTI
- CultureLink Settlement & **Community Services**
- **CUTI Centre for Training**
- Delta Family Resource Centre
- Disability Access
- **Dixon Community Services**
- Dixon Hall Employment Services
- Downsview Community Legal Services
- Dress for Success
- **Dress Your Best**
- **Durham College**
- **Ecuhome Corporation**
- **Enterprise Toronto**
- Ernestine's Women Shelter
- **Epilepsy Toronto**

- Eva's
- Extend a Family Toronto
- Family Social Services
- First Aid Care
- First Canadian Health
- First Response
- First Work
- FoodShare
- Fred Victor Bethlehem United Shelter
- Frontier College
- George Brown College
- Global Experience Ontario
- Goodwill Industries Employment Services
- Griffin Centre
- Grow With Google
- Hamilton JD Network
- Hamilton Wentworth District School Board
- Hammer Heads
- Health Bound
- **HMC-** Halton Multicultural
- **Hospitality Workers Training Program**
- Houselink & Mainstay Community Housing
- **Hospitality Training Action** Centre
- Humber College
- International Brotherhood of Electrical Workers - Local 353 Independent Learning Centre
- **Indus Community Services**
- Jane Alliance Neighbourhood Services
- Jane Street Hub
- Jewish Russian Community Centre of Ontario
- Job Skills
- Job Start
- John Howard Society
- JVS

- Kennedy House
- Kitchen24 Gives Back
- **Labour Education Centre**
- LAMP Community Health Centre
- Landscape Ontario
- Horticultural Trades Association Learning Disabilities Association
- of Toronto & Hamilton Learning Enrichment Foundation
- Legal Aid Ontario
- Let's Get Together
- Local Union 75
- Macaulay Centre
- Madison Community Services Malton Neighbourhood Services
- Manpower
- March of Dimes
- Medex College
- Mennonite New Life Centre
- Meta Centre
- Metro Toronto Movement for Literacy
- Midaynta Community Services
- Military Family Resource Centre Mind Matters Physiotherapy
- MISA
- Miziwe Biik Aboriginal **Employment and Training**
- Mohawk College
- Moneris
- National Bank of Canada
- Native Women's Resource Centre LBS
- Native Child and Family
- Services
- **New Circles**
- Newcomer Centre of Peel
- Newcomer Women's Services Next Steps Employment Centre
- **NetWORKS**
- North Compass Immigration Consulting
- North York Community House
- North York Harvest
- North York Women's Centre
- Nova Staffing
- NPower
- **OCASI**
- Ontario Association of Certified **Engineering Technicians and** Technologists (OACETT)
- One by One
- Ontario Non-profit Network
- OTEC
- **OWLware**
- PARO Centre for Women's Enterprise
- Palette Skills
- Partners for Planning

- Pathways to Education
- **PATH Employment Services**
- PCPI
- Peel Alternative School
- Polycultural
- Professional Engineers of Ontario
- Project Liftoff
- Project Work
- Prometric
- PTP
- **Punjabi Community Services**
- **RACI Immigration Services**
- Randstad
- **RBC- Meeting Place**
- Region of Peel Family Shelter Regent Park Community Health
- Centre
- Reliance
- **Rest Centres** Rexdale Community Health Centre
- Rexdale Women's Centre
- Regent Park Community Health Centre
- Rogers Catalyst
- Rise
- Richview Library
- Ryerson Salvation Army
- San Lorenzo Latin
- American Community Centre Scarborough Centre for

Alternative Studies

- Scarborough Community Legal Services
- Scarborough Good Neighbours Drop-in Scarborough Housing Help
- Centre
- Scarborough Women's Centre
- Seneca College
- Service Canada
- Seva Food Bank Sheridan College
- Shopify
- **Smart Serve Ontario** Somali Canadian Association of
- Canada
- Spinal Cord Injury Ontario SpringBoard

Skills for Change

St. Joes- Cleghorn Early Intervention Clinic

TAMOGO

- **TELUS**
- The Canadian Training Institute The Coalition for Persons with Disabilities in Mississauga
- The Centre for Spanish Speaking People
- The Indigenous Network

- The Learning Place (TLP)
- The Neighbourhood Group/St. Stephen's Community House
- The Neighbourhood

- Times Change
- TMBUK2 Education Inc
- Toronto Business Development
- Toronto Catholic District School
- **Toronto Community Benefits**
- Network **Toronto Community**
- **Employment Services Toronto Community Housing**
- Toronto Council Fire Native
- Toronto District School Board
- Social Services **Toronto North Support Services**
- Toronto Parks, Forestry &
- Toronto Public Health
- Toronto Public Library Toronto Youth Partnerships &
- triOS College TRIEC
- **Unison Community Heath**
- Up with Women
- Ve'ahavta
- Warrior's Conquest
- World Education Services-Canada (WES)
- Welcome Centre Immigration
- Services
- Women in HVAC
- **Working Women Community**
- York Community Housing
- YWCA

- **YMCA** Yonge Street Mission
- York Youth Coalition

- Organization (TNO)
- The Present Therapy
- The Stop Community Center
- **TopNotch Employment Services**
- Centre
- Board
- Cultural Centre Employment
- Toronto Employment and
- Recreation
- Employment
- Tropicana
- Centre
- VPI Inc.
- Westwood
- Wilma's Place Windmill
- WoodGreen Workforce Planning Hamilton
- Centre

Memberships on Committees & Special Groups

- Arboriculture SDF Advisory Committee (led by The Career Foundation)
- Cannabis SDF Advisory Committee (led by The Career Foundation)
- Personal Support Worker SAO Advisory Committee (led by The Career Foundation)
- The Path2CS Advisory Partnership Council (led by The Career Foundation)
- Employment and Labour Market Advisory (ELMA) - Woodbine Community Benefit Agreement
- Employment and Labour Market Partners Working Group (ELMPWG) - Woodbine Casino Project
- Employment Resource Connections Action Group (ERCAG) Co-chair
- Etobicoke Service Delivery Network (ESDN)
- George Brown College Program Advisory Committee, Career & Work Counselling Program
- Hamilton Disability Employment Network (HDEN), founded by The Career Foundation
- Hamilton Skills Development Flagship (Adult Basic Education Association)
- Lawrence Heights Inter-Organizational Network (LHION)

- Lawrence Heights Social Development Grant Trustee and Advisory Chair
- Mississauga Board of Trade
- North York Community Cluster
- Scarborough E-Team
- Service Delivery Data Hub
- Service Provider Network: Construction (City of Toronto)
- Regional Diversity Roundtable (RDR)
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Ontario Disability Employment Network (ODEN)
- Scarborough Economic Opportunities Team (SEOPT)
- Toronto Centre Service Delivery Network
- Toronto Community Benefits Network
- Toronto East Quadrant Local Immigration Partnership (TEQLIP)
- Toronto North Local Immigration Partnership (TN-LIP)
- Toronto West Local Immigration Partnership (TW-LIP)
- Toronto West Partners (TWP)
- Youth Employment Partnership (YEP)
- York Weston Pelham (YWP) Cluster



Client Success Stories

*Note: The names of clients mentioned in these stories have been changed to protect their identity.

SAO – Arborist Ground Worker Training Program

"Alex" had recently left college and was unsure what direction he wanted to go next. Having struggled in a formal classroom learning environment, Alex decided that the traditional post-secondary system was not a good fit for his skillset. Feeling discouraged and lost in his career, Alex began browsing the internet for potential skilled trades opportunities. With no prior experience in the trades and no connections that could help him get his foot in the door, Alex wasn't sure what to do next. However, while scrolling social media he came across an ad for The Career Foundation and the Arborist Ground Worker Training Program.

After explaining the program to Alex and sharing all the supports, coaching, and employer relationships he would be able to access, Alex decided to join the training.



Though the 2021-2022 training locations were not in his area, Alex decided to commit to an "all-in" mindset and opted to relocate temporarily to participate in the Ottawa training program.

With support from program staff, onthe-job training, and coaching from field supervisors in the program, Alex quickly excelled and found that the hands-on technical training completely aligned with his learning style. Alex's instructors raved about his abilities and the positive attitude he brought to the group every day, even calling him a "rockstar". He found that the lessons were easy to follow and he was fast to master the skills. Although he was staying in a new city, Alex made close friends with the group of like-minded participants and showed up each day ready to jump in.

Feeling empowered and excited for his future, Alex was coached on how to reach out to the employer of his dreams. This company immediately arranged a phone call and offered Alex a position, hoping to start him immediately when his training was completed. The company manager even expressed their interest in growing Alex's career quickly, beginning his training to become a climbing arborist immediately and supporting him through an apprenticeship. Alex could not have been more ecstatic and accepted right away.

Alex graduated from the Ground Worker Training Program in Spring 2022. He is eager to begin his new career. We could not be more thrilled for him, and we feel so fortunate that people like Alex find their way to our program.

SAO – Cannabis Production Worker Training & Recruitment Program

In 2019, "Luis" landed in Canada as a newcomer from Veracruz, Mexico. "I always dreamed of coming to Canada to experience all the amazing things I always heard of growing up," said Luis. "Truth be told, I have never met a Canadian visiting Mexico that I didn't get along with. The welcoming, open-minded spirit of Canada is known world-wide and it is not a surprise that cannabis was fully legalized there."

The newly legalized cannabis market was very intriguing to Luis, and after doing some online research he discovered The Career Foundation's free 6-week Cannabis Production Worker Training program. The program came with industry training, staff coaching, a job placement, and retention support for up to one year post-program.

"I took a chance and applied to the program, even though I was in the middle of so much paperwork concerning my immigration and delays due to the height of the global pandemic," said Luis.

Perseverance and hard work were values that his family in Mexico took much pride in. Luis knew that if he was accepted into the program, he would give it his all. "Opportunities like this don't happen all the time and I didn't even think education like this even existed. The more I learned about the business of cannabis, the more I realized that I had transferable skills that could be applied into different areas of the cannabis industry," he said.



After going through the program and working with staff to get through the technical training and work placement, Luis received a job offer. "I worked for six months on a cannabis production line and now I'm working with a cannabis packaging company," said Luis. "I have gained onthe-job experience, from Production Team Lead all the way up to Quality Assurance and documenting statistics for Health Canada. I am so grateful for the opportunity to be educated in a new country, and to be able to financially take care of myself."

Although he came to Canada alone, Luis said that The Career Foundation always made him feel supported and valued. "They have become part of my new family in Canada," he said. "I can't even begin to express my gratitude for everything that has been provided to me to ensure my success as a new immigrant to Canada. The training has been a game changer for my life!"



Ontario Bridge Training Program – Foundations in Network Cabling

"Swapnil" arrived in Canada with his pregnant wife and parents in Fall 2021. When they arrived, Swapnil and his family were getting help with basic living expenses from the Canadian government. However, they needed to find employment to continue making ends meet. This burden fell on Swapnil's shoulders, as his parents did not speak English and his father and wife required constant medical attention.

Swapnil struggled to find employment. His highest level of education was a high school diploma. He had more than eight years of experience at a telecommunications company in his native country as a marketing manager, with plenty of hands-on experience in network cabling. This was what drew Swapnil to the OBTP Foundations in Network Cabling program. With the hope of entering his field of work in Canada, Swapnil applied and was accepted into the program.

In addition to technical training, Swapnil learned about effective communication between employers, teammates and customers, as well as conflict resolution, consultative conversations, and emotional intelligence. These skills became very useful in his future role.

During the program, Swapnil experienced a significant personal loss that made it difficult to continue. However, he persevered with the support of staff and was able to graduate. Soon after, he accepted a role as a Junior Network Cabling Technician with an employer he believes will provide him room to grow in the telecommunication industry due to the diverse employment opportunities they offer.

With new technical, Canadian workplace skills — complemented by ongoing support and coaching from staff at The Career Foundation — Swapnil is excited continue his journey in the network cabling field in Canada.



OBTP – Foundations in Information Technology

"Sofia" arrived in Canada during the COVID-19 pandemic to join her husband. She left behind a successful career, where she led a team as a business analyst.

Sofia struggled with multiple barriers. The first was that she was without family to support her in taking care of a child with a medical condition that required constant management. The second was that she was unable to secure work in her field in Canada within the IT sector. Although she applied to many vacancies using job search tools and cold calling, she was unable to secure employment, even in the retail sector. This was due to a lack of confidence and little knowledge of how to network to find opportunities in Canada.

Through an online search, Sofia learned about The Career Foundation and our OBTP Foundations in IT program, which was just what she needed to reach her career goals. After being accepted into the program, our team worked with her and coached her on effective job search strategies, arranged workplace communication training, and improved her presentation skills. These helped to significantly improve her communication, self-marketing, and networking skills.

Sofia was encouraged to volunteer at a cybersecurity conference to enhance her learning. At the end of her training, she was presented to multiple employers and had several job offers. She ultimately accepted a tech-based role in the health sector.

Completing the Circle

"Imani" was a 27-year-old female in Toronto who started her journey with the Completing the Circle program in Spring 2022. As a visible minority facing multiple barriers, Imani experienced great difficulty in finding employment. Due to lasting damage from an accident earlier in her twenties, she had great difficulty using technology. Even reading emails was a challenge. She also reported having a sensory disorder, which made it hard for her to work in well-lit areas.

Because of Imani's barriers, her work experience was inconsistent, with short stints at positions and gaps between roles. Her inability to hold work made her housing situation precarious. She was often behind on rent, which resulted in eviction threats from her landlord. To address her barriers, we provided Imani with a laptop at the start of the program and she was given the option to attend workshops in person.

Since Imani was often in the office, we noticed she was regularly showing up in casual attire and we offered to help her dress more professionally. We also helped her with completing online applications, obtaining certifications, and finding new accommodations.

Imani was deeply engaged during workshops and expressed how grateful she was for the opportunity to attend sessions in person. After four weeks of training, she secured an interview at a local supermarket. The interview went so well that Imani received an immediate job offer, starting the next day!

Funder Acknowledgments

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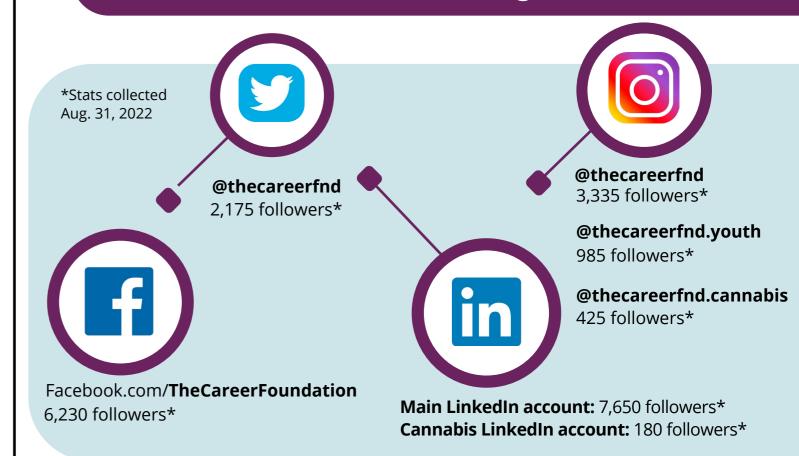


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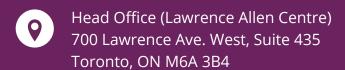
Social Media Following

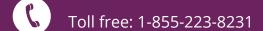




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Developing Human Potential





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